

**General Services Administration
All Applicant Data Report
Announcement Number: 21PBSA507LRMP
Position Title: Supervisory Building Management Specialist
Staging Area Number: SA-GSA-0002
Name: VERONICA ARCHULETA**

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Military Service Dates (Start of Service - End of Service):
Location(s) Applied to: El Paso, TX(US)
Series Applied To: 1176AA

Vacancy Questions and Responses

What locations do you wish to apply to?

El Paso, TX(US)

What Grades do you wish to apply to?

13

Grade: 13

1. Do you have one year of specialized experience that is equivalent to at least the GS-12 grade level in the Federal service as stated above?

Answer (0.00 points):

1. Yes

2. Please choose the response that describes your experience reviewing work orders, inspection reports, historical records and technical manuals to ascertain requirements necessary to perform repairs on building mechanical equipment and/or systems:

Answer (5.00 points):

5. I am highly skilled at reviewing work orders, inspection reports, historical records and technical manuals to ascertain requirements necessary to perform repairs on building mechanical equipment and/or systems. I have performed this task routinely and have conducted training in this area.

3. I have experience utilizing the following systems in order to optimize building performance and support investment decisions:

Answer (3.34 points):

1. National Computerized Maintenance Management System (NCMMS).
3. Building Automation Systems (BAS).

4. Please select the type(s) of equipment and/or systems that you have experience evaluating and monitoring for the purpose of repair, preventative maintenance and/or troubleshooting:

Answer (4.09 points):

1. HVAC systems and equipment.
2. Plumbing systems.
3. Fire alarm systems.
4. Building Automation Systems (BAS).

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5. Electrical distribution systems.
6. Energy management systems.
8. Elevator Systems.
9. Radiant heating and cooling systems.
10. Photovoltaic systems.

5. Choose the answer that best describes your experience in evaluating and/or inspecting the operation and maintenance of large building systems and/or equipment:

Answer (3.34 points):

4. I have evaluated and/or inspected the operation and maintenance of large building systems and/or equipment independently as a regular part of a job that I have held.

6. I have experience managing projects/initiatives in the following areas:

Answer (5.01 points):

1. Energy efficiency
2. Water conservation
3. Recycling

7. I have experience evaluating energy conservation opportunities and best practices for the following:

Answer (4.00 points):

1. Maximizing energy savings
2. Meeting national energy goals
3. Accelerating deployment of underutilized and renewable technologies
5. Identifying potential issues/problems related to an energy program

8. Do you have experience keeping building tenants informed of ongoing building management issues?

Answer (4.28 points):

1. Yes

9. Select from the following response choices, the tasks you have performed in a leadership role:

Answer (4.28 points):

1. delegation and assignment of tasks
2. evaluating employee and work group performance
3. creating a plan to execute goals, strategies or projects
4. training, coaching and mentoring
5. assessing needs and leveraging resources to meet those needs
6. setting clear priorities for task groups and tracking progress through milestones
7. establishing clear expectations for employees and holding them responsible
8. creating facility performance metrics and measuring success through risk reduction

10. I have provided solutions to complex issues and complaints pertaining to property management.

Answer (4.28 points):

1. True

11. Do you have experience working with multiple tenant agencies on projects which include prioritization of multiple, sometimes conflicting, tenant needs to come to a consensus?

Answer (4.28 points):

1. Yes

12. Do you have experience interacting directly with customers and other high-level stakeholders in order to assess customer needs and design solutions to meet those needs

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within the parameters of sound business practices?

Answer (4.28 points):

1. Yes

13. Choose the response that best reflects your experience in evaluating results collected from a periodic building customer survey and implementing recommendations for the purpose of improving or maintaining customer satisfaction.

Answer (1.07 points):

4. I have assisted a senior staff member in evaluating results collected from a periodic building customer survey and implementing recommendations for the purpose of improving or maintaining customer satisfaction.

14. Choose the response that best describes your experience evaluating complaints and complex issues (i.e. building emergency situations, identifying and prioritizing repairs and improvements, etc.) and following up by providing appropriate business solutions.

Answer (4.28 points):

5. I am highly skilled at evaluating complaints and complex issues (i.e. building emergency situations, identifying and prioritizing repairs and improvements, etc.) and following up by providing appropriate business solutions. I have performed this task routinely and have conducted training in this area.

15. Which of the following best describes your experience negotiating with others to reach agreement, settlement, solution or the best value for the government?

Answer (15.00 points):

4. I have extensive experience negotiating with others to reach agreement, settlement, solution or the best value for the government. My negotiating skills have been applied successfully to solve contentious problems, resolve conflicts and arrive at acceptable solutions which satisfied the interests and concerns of a variety of stakeholders.

16. In performing contract administration for building management services, which types of contracts have you administered successfully:

Answer (20.00 points):

1. Janitorial Services
2. Trash Removal
3. Recycling
4. Concessions
5. Pest Control
6. Lease
7. Utility
8. Repair and Alterations
9. Maintenance and Operations

17. Have you been responsible for the oversight and/or inspection of facilities-related work (e.g., maintenance, custodial, recycling, waste management) performed under contract, to determine adequacy of the service provided and compliance with contract terms and established standards?

Answer (20.00 points):

1. Yes

18. Which of the following operations/activities were your responsibility?

Answer (20.00 points):

1. Maintenance
2. Repair and alterations
3. Janitorial services
4. Recycling programs
5. Concessions

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6. Safety and security
7. Environmental programs

19. Please indicate for which of the following building management services you have assisted with administering contracts (performed contract inspections, assessment of contractor performance, development and authorization of contract quality assurance programs).

Answer (20.00 points):

1. Janitorial Services
2. Trash Removal
3. Recycling
4. Concessions
5. Pest Control
6. Lease
7. Utility
8. Repair and Alterations
9. Maintenance and Operations

20. Choose the response which best reflects your experience in applying contract specification requirements, rules and regulations and building and industry codes to effectively manage facility operations for the purpose of optimizing building performance (i.e., reduced energy consumption, higher customer satisfaction, mechanical equipment optimization, etc.).

Answer (20.00 points):

5. I am highly skilled at applying contract specification requirements, rules and regulations, building and industry codes to effectively manage facility operations for the purpose of optimizing building performance. I have performed this task routinely and have conducted training in this area.

All Grades

1. Are you currently, or have you been within the last 5 years, a political Schedule A, Schedule C or Non-Career SES employee in the Executive Branch?

Answer (0.00 points):

2. No

2. Are you a current General Services Administration associate?

Answer (0.00 points):

1. Yes

If you answered **Yes** then answer the following questions.

2.1. GSA's Associate Performance Plan and Appraisal System states that to be promoted within GSA, an employee's most recent rating of record must be at the Level 3 or higher. Which of the following best describes the rating you received on your most recent performance appraisal (rating of record)?

Answer (0.00 points):

2. Level 3 or higher

2.2. Please list the date received, level of rating, and the name of the supervisor who issued the rating. If you have not received a rating, please provide the reason you have not received one. Your response will be limited to 1,000 characters which is approximately one-quarter typewritten page.

Answer (0.00 points): Annual Review (9/30/2020), Level 5, Bret Stubbs

3. If you are eligible based on being a current or former Land Management employee, select the Land Management agency for which you are/were employed:

Answer (0.00 points):

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7. None of the above

4. I certify that, to the best of my knowledge and belief, all of the information included in this questionnaire is true, correct, and provided in good faith. I understand that if I make an intentional false statement, or commit deception or fraud in this application and its supporting materials, or in any document or interview associated with the examination process, I may be fined or imprisoned (18 U.S.C. 1001), my eligibilities may be cancelled, I may be denied an appointment, or I may be removed and debarred from Federal service (5 CFR, Part 731). I understand that any information I give may be investigated. I understand that responding 'No' to this item will result in my not being considered for this position.

Answer (0.00 points):

1. Yes, I certify that the information provided in this questionnaire is true, correct and provided in good faith, and I understand the information provided above.

Assessment Questions

GRADE: All Grades

1. PLEASE NOTE: The following question(s) are related to the questions asked previously in this announcement. You can review your responses by using the "Previous" button at the bottom of the screen. Please review and follow the below instructions. Respond to each question. If you do not have related experience, enter "N/A" in the space provided. Your responses to all of the questions in this announcement must be substantiated by the information in your resume. For each web page, the system will time out after one hour of inactivity and your unsaved entries will be lost. If you wish to save your responses and come back later to complete your application, enter placeholder text in each empty text space and select the "Next" button at the bottom of the page. After responding to the following questions, proceed through the rest of the application process and provide any required information and forms. To submit your application, select the "Submit" button at the bottom of the "Application Review" page. You must select the "Submit" button or your application will be considered incomplete and you will not be considered for this vacancy. Once you submit your application, you will be forwarded to the "Confirmation Page". You can choose to download part or all of your application, return to USAJOBS or GSA's Dashboard website from this page. If you return to the announcement and make any changes to your application, be sure to navigate back through the steps and select the "Submit Application" button on the "Application Review" screen to complete your application.

Answers:

2. In order to receive credit for your response(s) to the following question(s), you must describe your experience in the space provided. Please be specific about your role and responsibilities. "Please see resume" is not an acceptable response. Failure to answer the question(s) may affect your eligibility to be considered for this position.

Answers:

3. Please provide two examples of your experience interacting directly with customers and other high-level stakeholders in order to assess customer needs and design solutions to meet those needs. Include in your description information regarding the specific situation, and the actions taken to satisfy the customer and meet expectations within the parameters of sound business practices. Limit your response to 4,000 characters, which is approximately one page typewritten page in length.

Answers: An example of my experience interacting directly with customers and other high-level stakeholders in order to assess customer needs and design solutions to meet those needs is the PDN Expansion Project where an entire port had to be relocated into modular

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buildings during construction. As the assigned Building Manager, I quickly identified the need early on and offered GSA moving services through our IDIQ contractor to all tenants affected by the project. CBP, ICE and other agencies not only had a need to move people, furniture, and phones but they also had a need for storage. Because of my ongoing experience with GSA forced moves, I knew we could accomplish this larger complex project successfully. CBP submitted an RWA based on GSA's IGE and I spearheaded project. Weekly meetings were initiated with all stakeholders and schedules established. Communication was essential and all stakeholders were continuously involved. Daily meetings were initiated as move date approached when computers were scheduled to be shut down and new ones started. This also translated into lane closures which involved other high visible stakeholders such as the City of El Paso and Congressmen Reyes. We needed to mitigate any operational impact on a port that operated 24 hours a day / 7 days a week. We literally moved operations from existing port to temporary trailers in one day successfully but with tedious planning. Overall, the project was a huge success and a ceremony was held to recognize GSA and other stakeholders. CBP Certificates of Appreciation and coins were distributed. Another example of my experience interacting directly with customers and other high-level stakeholders in order to assess customer needs and design solutions to meet those needs was when the Bureau of Reclamation was forced to move out of the Richard C White Federal Building into leased space it was the Border Service Center / Building Manager who offered and assisted the Realty group when they mistakenly omitted the relocation of the fire suppression system for the new computer room. As the Building Manager for the new leased location, I identified and put together a diverse group of individuals for this project's success. I developed the scope of work and had it reviewed by our Region's Fire Specialist who identified the need to add additional clauses to meet NFPA requirements. Acquisitions was contacted early on as well to identify best procurement method to meet established deadlines. Communication and coordination with other GSA team members (other Building Managers and senior management team), onsite mechanical contractor, lessor, contractor, tenants and fire department were also essential for the projects' success. GSA was able to successfully relocate a fire suppression system from the federal building to a leased location on time and on budget due to the team's joined efforts. A letter of appreciation was received on behalf of the agency and the GSA Realty group.

4. Please provide an example of a time when your oversight/inspection determined non-compliance with contract terms or established standards. In your response, include a description of the situation, your action, and the outcome. Limit your response to 2,000 characters, which is approximately one-half typewritten page in length.

Answers: As the Building Management Specialist I conduct annual regional custodial inspections for all facilities under any of our Border Service Center full-maintenance or custodial contracts. These annual inspections are instrumental in evaluating the contractor's performance as identified in GSA's Quality Assurance Surveillance Plan. Such was the case of non-compliance with contract terms when I was inspecting the J&L Land Port of Entry in Laredo, TX where I identified severely neglected public landscaped areas since my last inspection. Grass in front of the new Bus Processing building built in 2018 had not been cut and was over 2' high. Planted areas where lush purple shrubs had been initially planted were all completely dead. Palm trees in the new landscaped area were highly distressed with heavy accumulation of dead fronds. I immediately contacted the Contracting Officer Representative and the Contracting Officer while on-site for immediate resolution after DHS/CBP Port Management advised us of a scheduled ceremony the next day. The COR stated he believed the grounds had not been modified into the contract and therefore he could not instruct the contractor to maintain this area however I reminded him both the new buildings and grounds maintenance had been modified into the contract and resent the email sent to him back in 2018 with original notification. Acquisitions agreed and immediately contacted the contractor to remedy the situation as soon as possible. The contractor cut the grass that evening and completed additional grounds maintenance in preparation for the DHS ceremony scheduled the next day. Upon further inspections throughout the week in Laredo, I also identified lack of annual tree surveys for all locations and recommended a deduction for this and other deficiencies identified. As a

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result of my comprehensive documentation throughout the life of the contract, both Acquisitions and GSA legal agreed that we could withhold payment and issue a Demand Letter.